2001 – 2002
Report on Multiculturalism

Government of British Columbia

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2001 – 2002
Report on Multiculturalism

Government of British Columbia

BRITISH COLUMBIA

To Her Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the *Multiculturalism Act*, I respectfully submit the ninth annual report on the operation of the Act. This report covers the activities for the 2001/02 fiscal year.

Respectfully submitted,

George Abbott

Honourable George Abbott
Minister of Community, Aboriginal
and Women's Services

Honourable George Abbott
Minister of Community, Aboriginal
and Women's Services

Honourable Minister:

I respectfully submit the *Report on Multiculturalism: Government of British Columbia 2001/2002*. This report documents the activities of the Government of British Columbia, Crown corporations and the Advisory Council on Multiculturalism in support of the *Multiculturalism Act* for 2001/02.

Yours truly,

Bob de Faye
Deputy Minister
Ministry of Community, Aboriginal
and Women's Services

Advisory Council on Multiculturalism
Summary Report
April 1, 2001 – March 31, 2002

March 2002

As this year closes, I would like to thank everyone on the Advisory Council on Multiculturalism for their time and service. Each Council member is a dedicated individual who continues to be active in their own communities as well as contributing meaningful experiences to promote multiculturalism and anti-racism throughout British Columbia.

I would particularly like to thank Marissa Romilly, vice-chair, the Committee Chairs and the staff at Multiculturalism BC whose dedication to this area has been a constant pillar of support, strength and knowledge.

Sincerely,

Leslie Louie
Chair

Council Meeting, April 20-21, 2001

The Advisory Council on Multiculturalism held its first meeting of the new term on April 20th and 21st, 2001 in Burnaby, B.C.

Nineteen Council members attended the meeting, which had been identified from Council's previous meeting in February, to focus discussion on multiculturalism and anti-racism programs in the public school system.

The Director and Co-ordinator, Special Programs Branch, Ministry of Education, were invited to speak to the initiatives undertaken by their Ministry. They presented a draft document titled "Diversity in BC Schools: A framework" for discussion. The purpose of the framework is to assist the school system to create and maintain learning and working environments that are responsive to the diverse social and cultural needs of the communities it serves.

REPORT ON MULTICULTURALISM
GOVERNMENT OF BRITISH COLUMBIA
2001/02

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MINISTRY MANDATE

AVED provides leadership and support for a top-notch advanced education and training system that provides all British Columbians with opportunities to develop the skills and knowledge they need to live productive and fulfilling lives, and to contribute to the changing economic, social, and cultural life of the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

AVED welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

A strategic objective of the AVED Human Resource Management Plan is to "sustain efforts to develop a workforce that recognizes the diversity of the BC population." This is provided through training opportunities, and a welcoming, diverse work environment.

Proposals for new non degree programs are expected to include a description of how the curriculum reflects diversity, accessibility to equity groups; and provide students with an awareness of and an ability to operate in an international context.

With the Federal Government, the Province manages a Labour Market Development Agreement. The agreement includes equity principles for underrepresented groups, which have been applied in plans for new immigrants and aboriginal persons.

HIGHLIGHTS OF INITIATIVES

Post Secondary Education

- **English Language Training Programs (ELT):** Programs are offered at 16 public post-secondary institutions across BC, and range from ELT Literacy for learners not literate in their first language to Academic ELT for learners entering university.
- **Centre for Curriculum, Transfer and Technology:** Coordinates a variety of diversity, inclusion and internationalization curriculum products such as Guidelines for a Safer Campus, which helps identify approaches to improve physical and psychological safety on campuses.
- **Aboriginal Post-Secondary Education:** Provides support to First Nation Coordinators at public post-secondary institutions, to sustain a variety of student-related activities. AVED is working with ministries and agencies to collect BC labour force statistics on aboriginal people, to improve program development, and provide labour market information for aboriginal people.

Human Resources

Has provided training in: Discrimination Prevention, Aboriginal Cultural Awareness, and Culturally Responsive Service Delivery. The branch gives preference to qualified candidates for auxiliary positions from designated groups underrepresented within the Ministry.

Industry Training

BC's responsibilities as a signatory to the Agreement on Internal Trade include working to reduce barriers to labour mobility, including the review and assessment of foreign credentials.

Corporate Services and International Education

Ensures that policies and legislation produced by AVED are consistent with the principles and objectives of multiculturalism. International Education helps coordinate BC's international education connections, mindful of the 15,000+ international students studying at BC's public post secondary institutions.

MINISTRY MANDATE

The Ministry works with the agriculture, food, and fisheries sectors to help build strong rural communities. A strong and healthy agri-food sector is vital to the economy, the environment, and the future of British Columbia.

Many rural communities depend on resource industries for their livelihood. Through more local ownership, ingenuity, and cooperation rural communities can achieve economic growth and diversification.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

During fiscal 2001/02 the Ministry of Agriculture, Food and Fisheries continued in its commitment to multiculturalism, initiating a number of successful activities that assisted staff to better serve the public. The Ministry regularly solicited input from its client communities throughout the province to ensure that the programs and services offered were responsible to their specific needs.

The Ministry sought to increase awareness of multicultural issues by distributing materials promoting diversity; as well, staff was provided with training opportunities that encouraged them to build on their understanding and appreciation of cultural diversity and the elimination of racism.

Multiculturalism is the responsibility of the Executive Director, Corporate Services, and the director reports directly to the Deputy Minister.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Agriculture, Food and Fisheries Performance Plan (2002/04) includes value statements that relate to multicultural issues. These include providing responsive, courteous, and professional service of high quality to clients, and building and maintaining among Ministry personnel an effective spirit of teamwork and cooperation.

The Ministry also strives to ensure diversity of representation on appointed boards and commissions, such as the Land Reserve Commission and the British Columbia Marketing Board.

HIGHLIGHTS OF INITIATIVES

The following activities help to promote multiculturalism:

- To improve its capacity to work with British Columbia's multicultural society, the Ministry is striving to increase hiring of a culturally diverse workforce.
- The Communications Branch continues to ensure that all Ministry public information and display materials reflected diversity where appropriate.
- In response to the needs of their communities, branches throughout the Ministry developed plain-English publications and, where appropriate, translations of fact sheets and newsletters into other languages.
- The Ministry maintains two staff positions dedicated to providing direct services to First Nation's farmers and potential farmers.
- Throughout the Ministry, consultation with local government and other agencies was ongoing to ensure equitable access to services and programs.

MINISTRY MANDATE

The Ministry of Attorney General promotes an accessible, responsive, and accountable justice system that protects the rights of all citizens, offers a range of affordable, timely, and fair ways to resolve disputes, and fosters confidence in the integrity, efficiency, and effectiveness of the justice system. In cooperation with the Ministry of Public Safety and Solicitor General, the Ministry promotes the safety and security of communities. Through the Treaty Negotiations Office, the Ministry works to achieve reconciliation with Aboriginal peoples and legal certainty over ownership and use of British Columbia's Crown land and resources. The Attorney General is also the Minister responsible for Human Rights in B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Attorney General continuously strives to modify and improve ministry programs and services to ensure they are delivered in a manner which recognizes and is sensitive to the multicultural reality of the province. The ministry executive leads in the commitment to multiculturalism. Branch Heads together with the Policy, Planning and Legislation Branch which serves both the Ministries of Attorney General and Public Safety and Solicitor General, ensure that the legislation and policies produced by the Ministry are consistent with the principles and objectives of multiculturalism.

HIGHLIGHTS OF INITIATIVES

- **Family Justice Services**: Ensures that as part of the Recruitment and Individualized Training Program for Family Justice Counsellors, all students must complete a course focussed on multicultural issues in the family justice system. This course provides an opportunity to explore the realm of personal and cultural sensitivity. The Division also provides the Parenting After Separation (PAS) course. Attendance at this Program is mandated by the Provincial Court in certain family matters in the ten largest court registries in the province. Some Lower Mainland communities offer PAS sessions in Hindi, Punjabi, Mandarin or Cantonese.

- **Criminal Justice Branch**: Facilitated the first training session for International investigators of Hate Crime on the Internet at he RCMP training facility in Chilliwack, in Feb 2002. The focus was on hate crimes motivated by racism, white supremacist groups and internet organized crime. Although it was primarily for police officers from BC, law enforcement people from Alberta, Ontario and the US also attended. Presenters were from Britain, the US and from across Canada. It was the first time a Hate Crime Investigators Course had been held in Canada involving such a wide variety of topics including the Internet.

- **Human Rights in BC**: Under the BC Human Rights Code (1997), the Commission investigates and mediates complaints of discrimination; educates the public about their rights and responsibilities under the BC Human Rights Code; and promotes compliance with the Code. The Code prohibits discrimination on the basis of race, colour, ancestry, place of origin, and religion in the areas of publications, public services and facilities, employment and employment advertisements, tenancy, and purchase of property. The Human Rights Tribunal hears complaints referred to it by the Commission. Amendments to the BC Human Rights Code were passed by the Legislature in October, 2002. The changes will create a direct access model for human rights protection where a single body, the Human Rights Tribunal, will be responsible for receiving, mediating, and adjudicating human rights complaints. There is no change to the substantive prohibitions against discrimination, however, enforcement will become more timely and responsive. The changes will take effect in early 2003.

MINISTRY MANDATE

The mandate of the Ministry is to advance and support a community-based system of family services that promotes innovation, equity and accountability; early childhood development through strategic investments; and the safety and well-being of vulnerable children, youth, and adults.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The executive approach to Multiculturalism focuses on exploring the role which cultural diversity can play in meeting the ministry's goals of building capacity.
- Executive focus over the last year has been to support a foundation of relationships between ministry offices and community agencies (via regional Ethno-cultural Advisory Committees - EAC). These relationships with the community have assisted the organization in realizing the potentials inherent in cultural diversity (i.e. improved processes and outcomes).
- The Executive have participated in a recognition events celebration of the first year anniversary of the Capital Region EAC, where 30 members (mostly from community agencies) were acknowledged for their contributions to ethno-cultural projects over the past year.
- The Executive has continued to support the Manager, Diversity and Mentoring in addition to sponsoring each of the 11 regions with .5 FTEs to assist regions in creating community-linked Ethno-cultural Advisory Committees focused on improving the effectiveness of service delivery.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry has published three policy documents on its Cultural Responsiveness intranet site: the Diversity Guidelines, the Cultural Competency Framework, and the Cultural Competency Assessment Tool. These documents created by MCFD have been used as models by several ministries and Crown Corporations.
- Regional Diversity Advisors have reviewed the existing diversity policies and have created a first draft of the Constructing Cultural Capacity Framework, outlining accountability indicators for an organization that is intent on constructing cultural capacity.

HIGHLIGHTS OF INITIATIVES

- Designated Regional Diversity Advisors have facilitated a relationship-link between regions and ethno-cultural community organizations with a goal of improving service delivery.
- The Ministry was recognized with the bronze 2001 Public Service Award for its innovative developmental work with the moderated "Cultural Responsiveness Resource e-Panel". The e-Panel has been used by front line staff to assist them in working through complex diversity-related client service issues.
- The Ministry created and intranet-published the Deaf Protocols for use by front-line staff who need guidance in dealing with Deaf children and families.
- The Ministry created and intranet-published the Invisible Disabilities site for use by front-line staff who need guidance in dealing with children and families with invisible disabilities.

- To assist front line staff in dealing with the diverse needs of children and families in the province, the ministry provided CultureGrams on its intranet site. This e-tool provides child protection workers with instant ethnocultural information from countries around the world.
- The Ministry has successfully promoted the government mentoring program as a means of assisting with organizational diversity issues. 160 partnerships were established in 2001.
- The Ministry has supported revisions for a second edition of the UBC Press text entitled: "Cross-Cultural Caring: A Handbook for Health Professionals".

MINISTRY MANDATE

The mandate of the Ministry is to support safe and healthy communities by establishing appropriate legislative, regulatory and policy frameworks; promoting and protecting the Province's interests by funding performance-based services for communities; and delivering innovative services through e-government and third party service providers.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry recognizes that there are definite social, cultural, and economic benefits associated with multiculturalism and immigration. More specifically, by providing for the respect and acceptance of the cultural heritage of all British Columbians, multiculturalism promotes cross-cultural understanding, and actively builds bridges and partnerships among diverse communities and institutions. Further, it promotes the elimination of racism and discrimination as well as the right of all citizens to fully and freely participate in the social, cultural, economic, and political life of the province. Finally, it aims to eliminate unfair barriers for greater equity and opportunity.

The Ministry of Community, Aboriginal and Women's Services remains dedicated to strong communities that recognize and value cultural diversity and provide an improved quality of life of British Columbians, and equitable access to programs, services, and opportunities for all British Columbians. This commitment is demonstrated throughout the Ministry in every aspect of program development and service delivery.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Aboriginal, Multiculturalism and Immigration Programs Division took a leadership role in maximizing the community-based and public sector growth potential of British Columbia through the promotion of social capital, increased individual opportunities, and responsive services within government. These goals were pursued through carefully secured and maintained partnerships — partnerships with regional and aboriginal communities, partnerships with Ministries, Crowns, NGOs, federal and municipal governments, and partnerships within the private sector. These avenues allowed the Department to steward organizational development, support anti-racism programs, develop strategies to affect change for aboriginal communities, and enhance private sector growth through the promotion of one of British Columbia's most marketable assets — our increasing diversity.

The Women's Policy Branch provides the Ministry and government with integrated policy analysis on issues facing diverse groups of women. This supports the integration of issues affecting Aboriginal women, immigrant women, and women of visible minority in the priority areas of health, justice, and economic issues.

HIGHLIGHTS OF INITIATIVES

Aboriginal, Multiculturalism and Immigration Programs Department

- Conducted culturally responsive front-line training and obtained a resource from the David See-Chi Lam Centre at UBC on inter-cultural communication.
- Community-based projects to facilitate dialogue between aboriginal and non-aboriginal peoples in Cariboo-Chilcotin, Delta, Merritt, Prince Rupert, and White Rock.
- Training for in-service RCMP officers on racism response mechanisms and workshops at provincial RCMP conferences to support the BC Hate Crime Team.
- Training model was developed and delivered to several communities to assist front-line staff in responding to verbal racist assaults.

- Assistance was provided to public institutions in ensuring services remained responsive to British Columbia's changing demographics. Funding was committed in 2001-2002 to Merritt and Prince Rupert, Campbell River, Cranbrook Terrace, and Quesnel.
- The Department, through Multiculturalism BC, chaired the Inter-Ministerial and Crown Corporation Committees on Multiculturalism.

Community Services and Culture Department

Heritage Trust

The BC Heritage Trust provided support for three community-based projects related to multiculturalism, at a total value of $17,670.50. The projects were:

- Immigration and Identity: Family Services of Greater Vancouver to research the oral history of Latin American immigrant women of the Lower Mainland of B.C.
- Q'Sapi, a History of Okanagan People as Told by Okanagan Families: Okanagan Indian Educational Resources Society to publish a book on the history of the Okanagan People.
- Vancouver's Society of Italians, Vol 2: The Confratellanza Italo-Canadese published a second volume on the history of Vancouver's Italian community and its institutions.

Fort Steele

- Legends of our Time: A travelling exhibit from the Canadian Museum of Civilization featuring native cowboy life was booked for exhibit during the summer of 2002. The Ktunaxa were closely involved in the planning and provision of artefacts for a second exhibit on local native cowboy life, to complement the main exhibit.
- Don't Let the Sun Set on your Face: Fort Steele's exhibit on the history of racism in the East Kootenay.
- Chinese Graveyard: In cooperation with Fort Steele Heritage Town, an archaeological study of the Chinese graveyard at Wild Horse continues.

Barkerville

- In cooperation with the McLeod's Lake Sekanni Indian Band in the restoration of the McLeod's Lake Post site.
- The Millennium Project, with funding from the Friends of Barkerville, the Millennium Bureau of Canada, and the Heritage Branch saw the restoration of six buildings in Chinatown.
- Working closely with Ying-ying Chen from 1991 through to 2002 in research on the Chee Kung Tong, the Chinese in the Cariboo, and wall papers in the Chee Kung Tong building has lead to the completion of her doctoral thesis on the Chinese: In the Colonies of Tang: Historical Archaeology of Chinese communities in the North Cariboo District, British Columbia (1860s - 1940s). This work is a definitive examination of the lives of the Chinese in the Cariboo, but also places a context for the migration of the Chinese from their home province of Guongdong in China (principally from the Siyi County area of that province). Chen also provides an in-depth examinations of the population of the area as well as providing the what, where, when, and why of the settlement of the area by the Chinese.
- Held three Autumn Moon festivals that have attracted over 700 people a year for the past 3 years.
- Liaison with various groups and individuals interested in researching various aspects of their culture groups as we have one of the most extensive archival repositories in British Columbia: Welsh people; Black Americans; Croats; Canadians; people from the United States; English people; German people; Greek people; people with the first name George (there is a club); first nations people; women of the Cariboo, and Gold Rush.
- Transferred data base on the Chinese material held in our archives to the University of British Columbia Asian Library.
- We have also put up a website through the Friends of Barkerville that illustrates the multicultural aspects of Barkerville with a section on the Chinese.

Cultural Services Branch

- The British Columbia Arts Council offers programs that support the province's artistic and cultural communities. These programs assist community and professional arts, and cultural organizations and individual artists, as well as encouraging greater access to cultural and artistic experiences throughout the province.
- The Council continues to facilitate applications for funding assistance from culturally diverse individuals and organizations.
- Grants are adjudicated by advisory committees or juries which consist of peers from appropriate artistic forms. As well as ensuring that a committee has the requisite expertise to adjudicate a set of applications, Cultural Services Branch staff ensure that committees or juries, when possible, have representation from diverse communities.
- The council continues to offer a program of "Aboriginal Arts Development Assistance", in partnership with the First Peoples Cultural Foundation. This program specifically assists First Nations artists and organizations in the development of their professional practises.
- The British Columbia Arts Council is a funding agency and supports the activities of a wide range of organizations and individuals. In recent years, as part of applications for assistance, many organizations in the cultural sector have reflected an awareness of multicultural issues, from audience development in diverse communities to anti-racism work. All of the major arts organizations funded by the Council continue to grapple with issues of multiculturalism and diversity, to greater or lesser degrees of success.

Government Agents

- Merritt's Government Agent sat on local Multiculturalism Board which had over $10,000 from this Ministry.
- Government material, translated into Punjabi, provided to local Sikh Society.

Women's Services and Child Care Division

Child Care Programs

- Westcoast Child Care Services: (a non-profit agency funded by the Province) Provide translation services; develops and distributes materials in a variety of languages, resources and training to promote multicultural, anti-racist and anti-bias child care programs, child care, and child rearing.
- Child Care Resource and Referral Programs: Provide training in various languages for care providers and parents; culturally-targetted activity kits; employs multilingual staff to assist parents and caregivers; provides resource materials in various languages, liaises with Aboriginal bands to regarding child care programming needs, and supports community activities through the involvement on ethno-cultural communities and multicultural advisory boards.
- One Stop Access Centres: Provide multilingual resources and employs staff who speak different languages.

Stopping the Violence and Regional Programs

This branch funds multicultural services in women's centres, counseling programs for women and children who have experienced violence, and transition houses.

MINISTRY MANDATE

The Ministry of Competition, Science and Enterprise is dedicated to building a competitive business climate and a strong British Columbia economy. The Ministry's mandate is to ensure British Columbia has the most attractive investment and business climate in North America; to encourage a culture of innovation, development and transfer of new knowledge, benefiting individuals, business, and communities; and to promote economic growth by aggressively pursuing increased marketing of British Columbia.

Key initiatives for the Ministry this year are:

- the elimination of subsidies that provide advantages to some businesses over others;
- support for the efforts of the Premier's Technology Council to establish British Columbia as a global magnet for high-tech investment growth and job creation; and,
- the launch of a comprehensive program to reduce the red tape and regulatory burden on British Columbia business by one third over the next three years.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Ministry Executive supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Within this context, the Ministry ensures:

- Communications materials are designed to be inclusive of a diverse population.
- Recruitment activities, particularly for positions which provide public service, recognize the value of additional language skills in communicating with a diverse population.
- Discrimination prevention training, provided to all employees, contributes to awareness of human rights issues, and ensures that all individuals are treated with respect and dignity.
- The Ministry's workforce is increasingly diverse, and the workplace benefits from the wider range of experience, knowledge, and skills among its employees.

MINISTRY MANDATE

The Ministry of Energy and Mines manages the development of British Columbia's oil, gas, geothermal and mineral resources, and implements policies and programs to encourage economic development and maintain environmental integrity. The Ministry also regulates and inspects the exploration and production operations of BC's oil, gas, and mining industry to protect workers, the public and the environment.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry Executive supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Within this context, the Ministry ensures:

- communications materials are designed to be inclusive of a diverse population;
- recruitment activities, particularly for positions which provide public service, recognize the value of additional language skills in communicating with a diverse population;
- discrimination prevention training, provided to all employees, contributes to awareness of human rights issues and ensures that all individuals are treated with respect and dignity; and
- the Ministry's workforce is increasingly diverse, and the workplace benefits from the wider range of experience, knowledge and skills among its employees.

HIGHLIGHTS OF INITIATIVES

The past year has seen unprecedented growth in the development of oil and gas resources in the province, as well as a one-time increase in revenue from trade in electricity. These developments have provided significant benefits to all British Columbians, including direct and indirect employment opportunities and energy-related government revenue windfall that helped to support health, education, and other important services.

In partnership with the federal government through a CIDA project in Peru, the Ministry contributed to the enhancement of Peru's mining, mineral exploration, and mineral tenure systems by providing valuable technology and expertise during a multi-year project that concluded in March 2002. Ministry employees involved with this project learned Spanish, contributing to their productivity on this project.

MINISTRY MANDATE

The Ministry of Education is pleased to report, at July 2002, on activities undertaken in the last year in support of the Multiculturalism Act and provincial multiculturalism policy.

The Ministry, as both a direct employer and an overseer of the public school system that is managed by sixty school boards, is committed to the principles of inclusion and equity for all employees and learners. During the fiscal year 2001/02, the Ministry of Education employed 300 FTEs. There were approximately 607,500 students and 55,000 school board employees in the public school system.

HIGHLIGHTS OF INITIATIVES

Several training opportunities offered for Ministry employees in 2001/02 addressed multiculturalism:

- a course in Aboriginal Cultural Awareness was attended by 27 employees;
- a workshop in Culturally Responsive Service Delivery enrolled 6 employees; and
- a Discrimination Prevention Workshop enrolled 20 employees.

The Ministry will support school boards to enhance their understanding how different cohorts of students perform on these measures, including boys/girls, students who are Aboriginal, students who have special educational needs and students who use English as a second language, so that the goal of parity of achievement for all students might be realized.

In the late 1990s, the Ministry undertook an Improvement Agreement Project, designed to improve the delivery of Aboriginal education. In June 1999, the first Aboriginal Education Improvement Agreement, between the Kamloops/Thompson First Nationals Education Council, the Kamloops/Thompson School Board and the Ministry of Education was signed, demonstrating new relationships and commitments focused on improving the educational success of Aboriginal students. Campbell River and Maple Ridge school districts followed and signed similar agreements a year later. At spring 2002, six agreements have been established and more school districts and Aboriginal communities throughout the province are expressing interest in developing their own. Now called Enhancement Agreements, the Ministry of Education is working to establish these agreements in all 60 school districts. More information is available at: http://www.bced.gov.bc.ca/abed/agreements/.

In April 2001, the Ministry completed a study entitled *Over-Representation of Aboriginal Students Reported with Behaviour Disorders*, to assist school boards in examining the achievement of their Aboriginal students and issues related to the over representation of BC's Aboriginal students in special education services designed to support children with behavior disorders. The report is available on line, at: http://www.bced.gov.bc.ca/abed.

In 2001/2, the Ministry introduced the practice of conducting an annual satisfaction survey, which is designed to monitor student, parent, and teacher satisfaction in key areas, including school safety. Results of the survey, released in June 2002, are profiled as provincial, school district and individual school reports, each of which can be viewed on-line at: http://www.bced.gov.bc.ca/sat_survey/.

The survey includes several questions about human/social development and school safety:

- Are you satisfied with the human and social development of students at this school?
- Does your school welcome and include all students?
- Is your school a safe place to work and learn?
- Are the rules related to behavior enforced consistently at your school?

The 2001/02 school year provided the first opportunity for school boards to begin to work with the Ministry resource, Diversity in BC Schools: A Framework, which was distributed to all schools in May 2001. This resource, available at: http://www.bced.gov.bc.ca/diversity/diversity_framework.pdf, is designed to:

- assist boards in meeting their obligations under the Constitution Act, the Canadian Charter of Rights and Freedoms, the BC Human Rights Code, the Multiculturalism Act, the Official Languages Act, the Employment Equity Act, and the School Act; and
- assist the school system in creating and maintaining learning and working environments that are responsive to the diverse social and cultural needs of communities.

The *Framework* describes key diversity concepts, references guiding legislation, and includes important implications for policies, strategies, and initiatives in the school system related to:

- honouring diversity and promoting human rights;
- preventing discrimination, harassment, and violence; and
- responding to incidents of discrimination, harassment, or violence when they occur.

The *Framework* is designed to assist school boards and schools in:

- reviewing existing policies and practices to ensure they are consistent with legislation;
- enhancing existing policies and practices to ensure that they address diversity; and
- developing or implementing new policies and practices to directly address the diverse needs of the people served by the British Columbia school system.

Our Ministry has contributed to the national and international dialogue on multiculturalism. In September 2001, a Ministry of Education representative attended an Ottawa meeting, convened by the Canadian Council for Multicultural and Intercultural Education (CCMIE), where *Diversity in BC Schools: A Framework* served to inform development of a national strategy designed to enhance the skills and competencies of teachers and school/community leaders as they address increasing diversity in schools and communities. We have been advised that the *Framework* was used as a resource by members of the Canadian Delegation to the World Conference Against Racism, Racial Discrimination, Xenophobia and Related Intolerance that was held in Durban South Africa in September 2001.

In 2001/02, the Ministry continued to address community concerns about bullying, with the continued implementation of Focus on Bullying. A Prevention Program for Elementary School Communities, in partnership with the British Columbia Teachers' Federation and the British Columbia Principals' and Vice-Principals' Association.

Focus on Bullying can be viewed on line at:
http://www.bced.gov.bc.ca/safeschools/bullying.pdf.

MINISTRY MANDATE

To develop a sustainable fiscal plan, to prudently manage and report on government finances, and to create a sound policy and regulatory framework which supports the government's investment and economic development objectives.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- incorporated Diversity throughout ministry's business plans;
- regularly scheduled item at Executive meetings; and
- promoted and participated in Multiculturalism week and other related activities.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training and Education

- Ongoing delivery of various diversity related training activities including: Aboriginal Cultural Awareness, Culturally Responsive Service Delivery, Discrimination Prevention, and Valuing and Welcoming Diversity.

Community Outreach

- Managers from various divisions participated in Career Fairs to capture a more diverse applicant pool.
- Utilized various branch competitions included advertising in ethnic newspapers.
- Used in-house language/translation resources to assist in communicating with members of the public on taxation and other financial matters.

HIGHLIGHT OF INITIATIVES

Office of the Comptroller General and Provincial Treasury divisions learn about cultures and norms of South African and Chines delegates this year through sharing of treasury management and financial management and other technological information exchanges.

MINISTRY MANDATE

The Ministry of Forests is committed to creating a work environment that: reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination;

and, ensures that there is equal opportunity for full participation and access to all services within the communities we serve. To ensure integration into the day-to-day operations of the organization, the Ministry has shifted focus from equity and diversity to one that encompasses all diversity issues including multiculturalism, employment equity, and human rights.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry's Executive demonstrated their support for diversity in the following ways:

- ensuring diversity goals and initiatives, including multiculturalism, were incorporated into the Ministry's performance and strategic plans; and
- allocating and protecting funding to support a fully active and functional Equity and Diversity Advisory Committee (EDAC), comprised of both provincial and local level representatives.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Diversity is identified as a core issue in the Ministry's Performance Plan, and in Business Area 13 - Human Resources.
- The Ministry reviews and evaluates policies, programs and services continuously, to ensure they are fair and equitable, and to ensure they do not impose barriers.
- EDAC serves as first contact in communicating and raising awareness of diversity issues throughout the Ministry.

HIGHLIGHTS OF INITIATIVES

Multiculturalism Week

- Ministry produced and displayed their Multiculturalism Week poster, entitled One Society – Many Faces; One Forest – Many Lives as a successor to last year's Multiculturalism and Biodiversity – More Similar than you Think theme.
- Numerous ethnic potluck lunches were hosted around the province; employees were encouraged to wear traditional clothing.

Elimination of Racism

- Poster campaign was displayed across the Ministry.

Aboriginal Awareness Day

- ADM, Management Services sent an announcement of Aboriginal Awareness Day to all staff, with an invitation to HQ staff to participate in the making of potlach pouches with Leslie McGarry, from the Victoria Native Friendship Centre.
- Chilcotin Forest District held an open house and native arts display.
- Kispiox District held a session on First Nations historic background.
- Booklets, containing information about first nations history, were distributed.

Public Service Award

- EDAC members were 2001 Gold Award Winners for their excellence in increasing awareness of diversity and its benefits, through the Ministry-wide campaign *Multiculturalism and Biodiversity – More Similar than you Think.*

MINISTRY MANDATE

The role of the Ministry of Health Planning is to develop and articulate expectations of health system performance and monitor the health of British Columbians. Its core functions are to plan; develop legislation, policy, standards, and other performance management tools; and report on population health (Provincial Health Officer) and respond.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Multiculturalism goals for the Ministries of Health Planning and Health Services were established and supported at the executive level.
- The vision, mission, and values of the Ministries include a focus on meeting the health needs of all British Columbians, with respect for the diversity of all British Columbians.
- The planning context for the two Ministries of Health recognizes the increasing ethnic diversity of the province.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Provincial Health Officer issues annual reports on the health status of British Columbians and inequities that may exist among population groups.
- Mandatory orientation for new employees, delivered monthly, includes in both the handbook and presentation the Ministries' commitment to the principles of multiculturalism and diversity.
- "Reasonable Accommodation Guidelines for Managers" and an Accommodation Request Process have been implemented to ensure that all work-related needs associated with the protected grounds in the *Human Rights Code* are accommodated.

HIGHLIGHTS OF INITIATIVES

- The BC HealthGuide NurseLine has incorporated a translation service that now enables callers to receive health information in more than 100 languages.
- Fourteen Health Files, which are fact sheets about a range of public and preventive health issues, have now been translated into Punjabi, Chinese, Vietnamese, Spanish, and French.
- One of the strategies to meet the goal of high quality patient-centred care is to use information on population health needs and status in planning of patient care.

MINISTRY MANDATE

The role of the Ministry of Health Services is to fund, monitor, and evaluate health system performance against clearly stated expectations. Its core functions are: fund and direct health authorities; evaluate performance; take actions on non-performance; operate the two provincial service plans (Pharmacare, Medical Services Plan); and manage and deliver provincial emergency services (BC Ambulance Service).

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Multiculturalism goals for the Ministries of Health Planning and Health Services were established and supported at the executive level.
- The vision, mission, and values of the Ministries include a focus on meeting the health needs of all British Columbians, with respect for the diversity of all British Columbians.
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KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Mandatory orientation for new employees, delivered monthly, includes in both the handbook and presentation the Ministries' commitment to the principles of multiculturalism and diversity.
- "Reasonable Accommodation Guidelines for Managers" and an Accommodation Request Process have been implemented to ensure that all work-related needs associated with the protected grounds in the Human Rights Code are accommodated.

HIGHLIGHTS OF INITIATIVES

- The Ministry of Health Services promotes and coordinates diversity training for its own staff and Ministry of Health Planning staff. Diversity training was promoted within the ministries to support development of competencies: 123 staff attended 8 Ministry dedicated Preventing Discrimination in the Workplace Training; several employees also attended training on Culturally Responsive Services Delivery, Reasonable Accommodation, and Valuing and Welcoming Diversity in the Workplace.
- Participation was supported for attendance at meetings and events held by Employee associations supporting designated groups.
- Front line staff in the Medical Services Plan have been encouraged to familiarize themselves with the options and procedures for calling on the services of translators when language or culture complicates communications, and it was ensured that all operations staff had access to the Ministries' translator list.

MINISTRY MANDATE

The Ministry of Human Resources envisions a province in which those British Columbians in need are assisted to achieve their social and economic potential. The Ministry's mission is to provide services that move people toward sustainable employment and assist individuals and families in need.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Under the leadership of the Assistant Deputy Minister, Management Services Division, the Ministry of Human Resources continues to develop and implement strategies pertaining to goals identified in the Ministry's *Three Year Strategic Plan for Multiculturalism 2000-2001*:

- increase the number of management team and office team meetings which have diversity as a standing agenda item for team meetings;
- increase staff awareness of diversity and multiculturalism;
- staffing is representative of designated equity groups; and
- provide culturally responsive services to the community.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry of Human Resources has established a provincial Diversity Committee composed of representatives from each of the ministry's nine regions, branches and offices. Multicultural planning, awareness, and outreach continues to be integrated into staff training, human resource planning, and service delivery throughout the ministry.

In the 2002-2005 Service Plan, the Ministry affirms its commitment to diversity through its goal of "developing a workforce that provides equal opportunity and is representative of the British Columbia population."

HIGHLIGHTS OF INITIATIVES

Major initiatives completed during the 2001-2002 fiscal year include:

- Regional Conference (Vancouver) "Educating Against Racism" was held in January 2002.
- Employees in several locations throughout the province attended Anti-Racism Response Training and are now licensed as facilitators for this training.
- Regional diversity committees have been established in various locations throughout the province.
- Various events focussing on multiculturalism and diversity were held which included representation from ethnic community agencies.
- Several multiculturalism communication tools were developed including websites, bulletin boards and frequently asked questions.

Finally, it should be noted that Randy Enomoto, the recently retired Manager of Diversity, received a Silver Public Service Award in 2002 for his lengthy commitment to multiculturalism and diversity within the provincial government.

MINISTRY MANDATE

The Ministry of Management Services was created in June 2001 to provide shared support services for government's internal operations and high quality corporate programs so that government can better serve the people and businesses of British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- incorporated Diversity throughout ministry's business plans;
- regularly scheduled item at Executive meetings; and
- promoted and participated in Multiculturalism week and other related activities.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training and Education

- Ongoing delivery of various diversity related training activities including: Aboriginal Cultural Awareness, Culturally Responsive Service Delivery, Discrimination Prevention and Valuing and Welcoming Diversity.

Community Outreach

- Managers from various divisions participated in Career Fairs to capture a more diverse applicant pool.
- Utilized various branch competitions included advertising in ethnic newspapers.
- Used in-house language/translation resources to assist in communicating with members of the public on taxation and other financial matters.

HIGHLIGHT OF INITIATIVES

Partnered with Federal government to deliver presentation to career fair attendees on the "Selling to Government".

MINISTRY MANDATE

The Ministry of Provincial Revenue was established in June 2001 to provide fair, efficient, and equitable revenue and debt collection that supports public services to meet the needs of citizens in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- to promote a "culture of learning" within the ministry new and existing employees participate in a one-day Orientation session. The Deputy Minister opens each session and shares his expertise and ministry's vision with employees;
- incorporated Diversity throughout ministry's business plans;
- regularly scheduled item at Executive meetings; and
- promoted and participated in Multiculturalism week and other related activities.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training and Education

- Ongoing delivery of various diversity related training activities including: Aboriginal Cultural Awareness, Culturally Responsive Service Delivery, Discrimination Prevention, and Valuing and Welcoming Diversity.

Community Outreach

- Managers from various divisions participated in Career Fairs to capture a more diverse applicant pool.
- Utilized various branch competitions included advertising in ethnic newspapers and on radio stations in the lower mainland.
- Used in-house language/translation resources to assist in communicating with members of the public on taxation and other financial matters.

HIGHLIGHT OF INITIATIVES

Successful recruitment initiatives resulting in a more multicultural workforce better able to serve the diverse population of the province.

MINISTRY MANDATE

The mandate of the Ministry of Skills Development and Labour includes creating an employment environment with dynamic workplaces that meet the needs of workers, employers, and unions. The Ministry seeks to protect vulnerable workers and ensure British Columbians have the tools they need to foster working relationships in safe and healthy workplaces.

In 2001/02 the Ministry of Skills Development and Labour continued its efforts to ensure that programs and services are sensitive and responsive to British Columbia's multicultural society.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Skills Development and Labour welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.
- The Ministry is committed to a work environment free from discrimination.
- The Ministry is committed to ensuring that the workplace continues to be accessible and is representative of the general workforce through fair and equitable hiring practices.
- The Ministry strives to deliver its programs and services in a manner that treats everyone fairly, equitably, and with respect.
- The Ministry supports the appreciation and understanding of cultural diversity in BC workplaces.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- A number of program areas within the Ministry and its agencies provide direct communication to the public. Several of these program areas routinely make information available in several languages.
- The Labour Relations Board, the Workers' Compensation Review Board, and the Employment Standards Tribunal provide and pay for interpreters at hearings for parties who have difficulty speaking or understanding English.
- The Employment Standards Branch has developed culturally sensitive services, aimed at increasing understanding of and compliance with the Employment Standards Act. Many of these services are focussed on sectors that employ large numbers of immigrant workers.
- Ministry employees have participated in multicultural training and development workshops including; Aboriginal Cultural Awareness, Culturally Responsive Service Delivery, and Discrimination Prevention.
- The Ministry works with stakeholders to ensure policy and program development reflects the diversity of the province.

The Ministry ensures that the workplace continues to be accessible and representative of the general workforce through fair and equitable hiring practices.

MINISTRY MANDATE

The Ministry of Sustainable Resource Management was created in June 2001 and is the primary provincial agency responsible for land-use planning and co-ordination of land and water policies necessary for the development of British Columbia's natural resources. The Ministry's mission is to provide provincial leadership for sustainable economic development of the province's land, water, and resources.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Executive of the Ministry of Sustainable Resource Management is committed to recognizing addressing multiculturalism and diversity in its workforce and in its service to the public.

The Ministry's 2002/2003 – 2004/2005 Service Plan outlines a seven-goal human resource strategy, with one goal being the support of diversity in the workforce.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry will be identifying initiatives to support multiculturalism.

MINISTRY MANDATE

Our transportation network of highways, bridges, regional airports, ferries, buses, and rail transit are vital assets for all British Columbians. They help people reach their destinations and assist in moving goods to market, serving private citizens, industry and business throughout our province.

In building and maintaining our highway system and by co-ordinating our provincial transportation network, the Ministry of Transportation and its partners promote economic development. The Ministry is committed to ensuring sound environmental practices and building positive relations with all members of British Columbia's many communities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

During fiscal 2001/2002, the Ministry of Transportation continued providing government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The Ministry continues to recognize the cultural diversity of our province and supports and promotes cross-cultural understanding. We remain committed to effective communication strategies that foster understanding and cooperation with our customers and staff, and are inclusive of all cultures in our society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry ensures all legislation and policies produced by the ministry are consistent with the principles and objectives of multiculturalism. We review policies and their impact on British Columbians of every ethnicity, ancestry, cultural heritage, religion, and place of origin.

The Ministry's Performance Plan includes value statements that respect the diversity of co-workers, partners, customers, and the public.

HIGHLIGHTS OF INITIATIVES

The Ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising, and media relations.

Our objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, to support the individual needs of our diverse workforce and customers. We have continued to invite community input and participation on ministry business and projects.

The Ministry has continued to consult with the public at both the provincial and community level, with articles and advertisements in provincial, community, and ethnic news media. We publish documents in four languages and, when appropriate, ensure that translators are available.

MINISTRY MANDATE

The Ministry's vision is clean, healthy, and naturally diverse environment that enriches people's lives, now and in the future.

The Ministry helps British Columbians limit the adverse effects of their individual and collective activities on the environment. The Ministry works to protect human health and safety by ensuring clean and safe water, land, and air; to maintain and restore the natural diversity of ecosystems, fish and wildlife species and their habitat; and to provide park and wildlife recreation services and opportunities to British Columbians and visitors.

Over the next three years, the Ministry will also be implementing several New Era commitments and key projects, including protection of drinking water sources and groundwater, a provincial Living Rivers Strategy and a plan for improving air quality in threatened airsheds.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Water, Land and Air Protection continues to operate in the spirit of the ministry *Multiculturalism Policy* adopted in 1996. The ADM, Corporate Services is the Executive Sponsor for Multiculturalism and reports equity and diversity issues and accomplishments to Executive Committee.

To help ensure a welcoming workplace, Executive Committee identified skills related to equity and diversity as core competencies for all ministry staff. The recruitment and selection process for managers and supervisors includes assessment of knowledge and skills of equity and diversity issues.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Each division in the ministry is responsible for developing a Multiculturalism Action Plan, monitoring implementation and reporting initiatives in support of Multiculturalism annually. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policies, legislation, regulations, and intergovernmental activities.

HIGHLIGHTS OF INITIATIVES

Ministry staff have participated in the following diversity training courses:

- ABORIGINAL CULTURAL AWARENESS 30
- CULTURALLY RESP SERV DELIVERY 4
- DISCRIMINATION PREVENTION WORKSHOP 37
- REASONABLE ACCOMMODATION 4

In the 2001-2004 Human Resource Plan, to support diversity, the Ministry identified a specific goal and related longer term objectives as follows:

- build on the strengths of a diverse workforce and integrate diversity goals and initiatives into the ministry's strategies;
- enhance the employment and development of equity groups in the Ministry;
- provide executive summary of demographic information (Employment Systems Review) to all managers;
- create the climate and culture to attract and retain equity groups (e.g. conduct), discrimination prevention, reasonable accommodation and welcoming diversity workshops;
- build critical mass for designated groups within targeted job streams;
- target outreach recruiting for key positions to appropriate EE organizations; and
- establish equity and diversity as an operating objective to enhance client service.

MANDATE

BC Assessment is a provincial Crown Corporation that was incorporated in 1974 under the Assessment Authority Act. The mandate of BC Assessment is to establish and maintain an independent, uniform, and efficient real property assessment system throughout British Columbia in accordance with the Assessment Act. The Act requires that BC Assessment produce annual rolls with assessments at market value.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment continues to support multiculturalism at the operational level, and has given this responsibility to the Community Relations & Marketing Division.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Assessment supports the delivery of 1.7 million assessment notices in January of each year with public education and information. As part of this annual campaign, a key policy is that information will be translated into 12 languages, and staff will be available to assist property owners in the language of their choice.

HIGHLIGHTS OF INITIATIVES

The following initiatives are ongoing:

- The organization's commitment to multiculturalism is actively promoted on an ongoing basis to staff and to the public on an annual basis and subsequently reported through the mandate of the Multiculturalism Act.
- Translations will continue to be provided in high-demand languages to serve our culturally diverse communities where a business case exists.
- Through the use of an internal volunteer language skills bank, BC Assessment staff were able to respond to assessment questions from the public in a variety of languages.
- The ethno-specific media and community organizations will continue to be offered BC Assessment presentations and culturally sensitive material that promotes and publicizes access to BC Assessment's programs, services, employment, and business opportunities.
- BC Assessment continues to participate in Crown and government-wide committees to collaborate and share resources and best practices in multiculturalism.

MANDATE

The British Columbia Buildings Corporation (BCBC) embraces diversity and multiculturalism as key elements of its corporate culture. Diversity gives the Corporation its competitive strength by ensuring that it reflects

and is, therefore, better able to interpret the needs of its clientele. By celebrating diversity, the organization is strengthened by respecting and encouraging differing employee perspectives. The result is a spectrum of ideas and experience that foster creative and innovative approaches to business. BCBC's proactive approach to diversity cultivates mutual respect, understanding and employee loyalty, all of which make it an "employer of choice" in an increasingly competitive labour market.

BCBC's 2001/02 Multiculturalism Action Plan was ambitious, reflecting the Corporation's commitment to continuous improvement in this area. As in previous years, BCBC met or exceeded the majority of activities planned.

The commitment and leadership of the Corporation's senior management and the Workplace Diversity Advisory Panel (WDAP) remained vibrant and persuasive in their drive towards diversity and multiculturalism. As a result of this leadership, diversity initiatives were viewed as essential and fully integrated into the business planning and accountability processes, as well as the personal development program for all staff. In 2000/01, each corporate group continued to include diversity-related goals and objectives in their business plans. Moreover, management participation in, and commitment to, multiculturalism and diversity events was greater than ever before.

This year, BCBC focused a number of initiatives on communicating its commitment to multiculturalism and diversity, specifically to create understanding and take steps to further develop a multicultural organization. These initiatives included development and communication of a Business Imperative Toolkit and Corporation-wide recognition and celebration of diversity events, including Multiculturalism Week, Aboriginal Awareness Day, the International Day for the Elimination of Racial Discrimination, and Persons with disAbilities Day. WDAP continually assessed new communications tools such as videos and articles, and shared these with business units to increase awareness and understanding. BCBC's public website and intranet sites both convey the organization's commitment to diversity to potential business partners, future employees, the general public, and employees.

BCBC's commitment to increasing organizational diversity through human resource initiatives remains a key pillar of its diversity program. The newly developed leadership competencies state that an effective leader demonstrates that workplace diversity is a strategic priority. A number of staff from different sectors of the organization participated in career fairs, and the Corporation continues to work with employment agencies to maximize the hiring of designated group members. Ongoing recognition of individual employee commitment to multiculturalism and diversity was formalized in the Corporation's Goodlife Program and the Strategic Recognition Program.

MANDATE

BC Hydro's vision is to be a competitive commercial Crown corporation that creates superior value for its customers and shareholder through the exceptional contribution of its people. This vision will be achieved by building on a solid base of clean, renewable hydropower assets, a skilled and capable workforce, excellent financial and operational performance, and strong public support – thereby allowing the company to become the leading sustainable energy company in North America.

EXECUTIVE COMMITMENT TO MULTICULTURALISM/DIVERSITY

A cornerstone of BC Hydro's strategic intent is to build a strong and capable organization. Increasing the diversity of our workforce allows us to reflect the communities we serve, as well as to encourage new ways of thinking and operating. There continues to be a corporate diversity coordination function within Corporate Human Resources and corporate financial support of the Hydro Employees Multicultural Society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM / DIVERSITY

BC Hydro has an Employee and Workplace Policy which states "BC Hydro and its employees are committed to providing a safe and healthy work place that values diversity and is free of discrimination and harassment." Our Employment Principles state that: "BC Hydro is diversifying its workforce and ensuring equitable employment systems. BC Hydro is committed to hiring, promoting and transferring employees on the basis of ability, skills, and the business needs of the organization."

BC Hydro has a Respectful Workplace Program with the goal to be the most progressive employer in the province. We recognize the social, ethical, and legal responsibilities for providing a work environment where all individuals are treated with dignity and respect.

HIGHLIGHTS OF INITIATIVES

In 2001, BC Hydro's Triple Bottom Line Report was benchmarked as part of the first-ever Canadian sustainability reporting survey undertaken by Ottawa-based environmental consulting company Stratos. BC Hydro ranked second in the country, just two points behind number one-ranked Suncor. As well, Innovest, an investment advisory firm, conducted a benchmarking study on the energy industry. BC Hydro was found to be a leader, ranking first in the environmental and social areas. In the latest Innovest Sustainability Plus Study, a measure of social performance, BC Hydro ranked first when compared to 16 other electric companies.

Triple bottom line reporting allows us to recognize and measure our place in the community. Integral to the Triple Bottom Line report are measures such as building a strong and capable organization, diversity, equity, employee health and wellness, and investing in our communities.

BC Hydro was nominated (by the Surrey Chamber of Commerce) and received the 2002 Cultural Diversity Award for Business from the Surrey Delta Immigrant Services Society. The award recognizes Hydro for diversity initiatives internally and in the community.

MANDATE

The mandate of the British Columbia Housing Management Commission (BC Housing) is to fulfill the government's commitment to the development, administration, and management of subsidized housing.

As an agency of the provincial government, BC Housing is committed to providing services in a manner that recognizes and respects diversity.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing's Service Plan identifies a commitment to maintain a professional and committed workforce that is responsive to and reflective of the diversity of the communities where we live and work.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The following are the key priorities adopted by BC Housing's Multiculturalism Committee:

- to achieve an internal environment of respect for diversity and an understanding of multiculturalism within BC Housing;
- to ensure staff have a strong voice at senior decision making levels both within BC Housing and externally;
- ensure that all groups in contact with BC Housing are aware of BC Housing's commitment to multiculturalism;
- respond to cultural diversity within the day-to-day activities of BC Housing through a range of strategies and initiatives;
- provide open and equal access to housing information to cultural and ethnic groups;
- promote respect for multiculturalism and diversity across BC Housing through internal communication;
- develop and implement an integrated planning and reporting strategy for identifying priorities and measuring, and reporting back on the "success" of the Multiculturalism Committee;
- encourage respect and tolerance for diversity within public housing, non-profit and co-op housing communities; and
- encourage respect and tolerance for diversity among individuals and groups in contact with BC Housing.

HIGHLIGHTS OF INITIATIVES

- the celebration of Multiculturalism Week;
- the inclusion of a chapter on diversity in the Operations Guide of BC Housing's Housing Provider Kit;
- regular meetings of the Multiculturalism Committee;
- development and presentation of the Multiculturalism Annual Business Plan and Annual report to BC Housing's Executive Committee; and
- a staff volunteer interpreter list, which includes 22 different languages, to supplement front line staff language resources.

B.C. LOTTERY CORPORATION

MANDATE

The British Columbia Lottery Corporation continues to provide socially responsible gaming entertainment for the benefit of all British Columbians. The Corporation is responsible to manage and conduct lotteries, casinos, and bingo in various locations throughout British Columbia. With its headquarters in Kamloops and a sales and marketing office in Richmond, as well as key positions located in the field, the Corporation employs a full-time equivalent (FTE) of approximately 540.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We remain committed to pursue an employment equity strategy, which fosters an appreciation for diversity in our workplace by attracting applicants from the four equity groups and reflecting the marketplace in which we conduct business.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Our guiding philosophy is that every employee be respected and receive fair treatment at all times. The principles of cultural awareness are stressed and promoted in our environment in everything we do; including, but not limited to, advertising, publications, hiring practices, training, and development. Once again, we provided training to all staff on harassment awareness which explores the differences people bring to the workplace as a result of their cultural background and experiences, and provides tools to respect and value those differences.

HIGHLIGHTS OF INITIATIVES

Our retail and service provider network consists of people from all cultures and backgrounds and we support their efforts through our diverse, multicultural, sales force as well as our training and support areas. Highlights of events and sponsorships include the Dragon Boat Festival, Night of Nations, Kamloops Japanese Canadian Association Art Exhibit, Kamloops Pow Wow, and Community Stage Program in numerous communities throughout British Columbia. Our Community Stage was the location for the swearing in of 124 new Canadians on Canada Day. We also continue our work with the First Nations Community in Cranbrook to provide support, guidance and direction in the building and opening of their new Casino in 2002.

MANDATE

The BCR Group's commitment to diversity and multiculturalism is imbedded in BCR's Vision, Values, and Strategic Plan. BCR fosters a diverse workplace. Consistent with our commercial mandate, we pursue business objectives, which recognize the multicultural diversity of the marketplace and meet the specific needs of our business environment.

Number of Employees (April 2002)

BC Rail	1910
BCR Marine	219
TOTAL	2129

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The BCR Group of Companies:

- recognize the multicultural nature of British Columbia and value cultural diversity in the communities we serve;
- will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff or in customer relations;
- ensure fairness and equity in operations and systems for all people, including employment and customer services;
- take into account the anticipated impact on the diverse community when designing new programs, services, policies, and methods of service delivery;
- cultivate, enhance, understand, and accept cultural diversity among its staff and the people we serve;
- will remove inequities and biases from its existing programs, policies, services, and methods of service delivery through ongoing review and evaluation;
- enforce conflict resolution and disciplinary procedures that effectively deal with internal incidents of racism and discrimination; and
- will identify the causes of overt and covert incidents of racism and discrimination and strive to eliminate them.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Respectful Workplace Policy
- Ombudsperson Program/Dispute Resolution
- Employee and Family Assistance Program
- Workforce Diversity Census Information Collection
- Aboriginal Relations Department initiatives
- Recruitment Processes and Initiatives

HIGHLIGHTS OF INITIATIVES

Training and Development

- Seven cross-cultural workshops were held to identify and discuss First Nation's issues and BC Treaty processes. 111 employees were trained in 2001. Sessions featured distinguished speakers and senior provincial and federal negotiators.
- SuperHost - Face to Face Customers with Disabilities training was provided to employees of the Passenger Services Department who work with the general public.
- Respectful Workplace Awareness Information sessions were held on an as and when required basis.
- Passenger Services hosted a work experience student from the International Language Schools of Canada - Vancouver (ILSC-Vancouver) for approximately 10 weeks.
- BC Rail actively promotes "Multiculturalism Week" by raising awareness via the use of BC Rail's internal newsletter "Connections" and displaying posters in all major areas; Multilingual greeting sign posted at Passenger Services to "Welcome" passengers and guests.

Recruitment

- All Job Opportunity Bulletins are advertised with "BC Rail is committed to building a diverse workforce and encourages applications from all qualified candidates".
- Collect Workforce Diversity Census data on all candidates interviewed for employment opportunities including those hired from this process.
- As part of the BCR Group's Aboriginal Affairs Protocol initiative to promote aboriginal employment, the company actively communicates details of recruitment opportunities and notices of vacancies within the group to all 25 First Nations whose territories border BC Rail.
- Aboriginal Relations continues to participate in educational career fairs for many First Nations.
- Aboriginal Relations Internship Program continues to promote university students to acquire middle management experience. Seven First Nation students have successfully completed internships with BC Rail and have been successful in finding work in other organizations.
- Multicultural customer service representatives continue to be the focus of recruiting at BC Rail Passenger Services – In addition to English we utilize resources to provide services French, Punjabi, Mandarin, Cantonese, Spanish, and Czechoslovakian.

Scholarships

- BCR Group increased scholarship awards to 12 individual awards for aboriginal candidates from the 25 First Nation communities along the BC Rail right of way. They are awarded as 7 scholarships of $1,000 and 5 scholarships of $500 each. 64 students have received these scholarships since the 1995 implementation.

Protocol Agreements

- Continued dialogue to seek signed protocol agreements is ongoing. 24 presentations have been delivered to-date with 6 signed and 2 in progress. Xaxli'p Nation and Seton Lake Band are the most recent signatories to a Protocol Agreement. Treaty 8, West Moberly First Nations is working on a draft protocol agreement presently.
- Signatories agree to a relationship of mutual understanding and respect, recognizing not only the distinctive history and traditions of the First Nations but also the necessity for the railway to carry on its legitimate business.

Business activities

- Continue to build joint partnerships with travel agents to market services directly to core clients especially United States and Europe.
- Integrated multicultural historical and First Nations cultural information in commentary on passenger train.

Business Ventures with First Nations

- The Aboriginal Relations Manager worked with 8 Gitxsan Hereditary Chiefs directly to implement an integrated vegetation management plan on an 80 kilometer section of track on the Takla Subdivision and provided the resources to train 5 Gitxsan members to become certified for herbicide spraying resulting in one individual securing employment with a company contracted to BC Rail.
- Business Venture Planning Manual was published, to help First Nations improve the feasibility of joint venture business proposals and to date, seven First Nations have formally expressed interest in pursuing joint ventures with the BCR Group of Companies.
- Partnership proposals, sub-contracting, supplier contracting, and potential tourism opportunities explored. Seventeen conceptual ideas on business proposals were presented and are being reviewed.

MANDATE

BC Transit is the Crown agency charged with co-ordinating the delivery of public transportation throughout British Columbia outside of Greater Vancouver. Its mandate includes planning, funding, constructing, marketing, and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The past year has included change and re-organization at BC Transit. The Executive Management Team, consisting of the President, CEO and divisional Vice-Presidents, continues its commitment to diversity as an integral component of day-to-day business and in addressing future staffing needs. Upcoming demographic challenges necessitate an emphasis on attracting and retaining an effective workforce in the public transportation industry, and continued challenges in urban and community planning throughout the province have reinforced the need for communication and outreach to a diverse population to promote public transit.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Transit's commitment to diversity, including multiculturalism, is reflected in policies which support a respectful workplace for employees, fairness, and equal opportunity in hiring and promotional practices, and partnerships with local community decision-makers and expertise.

Key policies in support of multiculturalism include Human Rights, Multiculturalism, and Recruitment and Selection copies of which are attached.

HIGHLIGHTS OF INITIATIVES

- BC Transit assisted and supported the District of Squamish in the publication of Van Pool program information in Punjabi.
- Sign language and translation assistance continued to be provided to assist non-English speaking customers.
- Training staff continued to present information sessions in French to francophone groups and agencies.
- BC Transit participated in the annual salmon barbecue at the Kitsum Kalem community near Terrace.
- Fixed route service was implemented into the First Nations community at Red Bluff south of Quesnel, enhancing residents' accessibility to work and educational opportunities.
- Outreach to the Sikh community in Abbotsford resulted in greater use of transit services to support attendance at community and worship facilities.
- In the community of Whistler, route numbers were implemented on all signage to assist non-English speaking passengers.
- A corporate succession planning model has been developed, incorporating diversity principles, to address the skills shortages predicted to occur over the next several years.
- Training sessions for Human Rights Advisors were completed.

MANDATE

The British Columbia Utilities Commission is a regulatory agency of the Provincial Government, operating under and administering the *Utilities Commission Act* (UCA). The Commission is responsible for ensuring that customers receive safe, reliable, and non-discriminatory energy services at fair rates from the energy utilities it regulates, that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital, and that the competitive interests of BC businesses are not frustrated. It approves the construction of new facilities planned by utilities and their issuance of securities. The Commission's function is quasi-judicial and it has the power to make legally binding rulings. Decisions and Orders of the Commission may be appealed to the Court of Appeal on questions of law or jurisdiction.

The Commission also reviews energy-related matters referred to it by Cabinet. These inquiries usually involve public hearings, followed by a report and recommendations to Cabinet. In addition, under Part 7 of the Pipeline Act, the Commission establishes tolls and conditions of service for intraprovincial oil pipelines. The Commission also has responsibilities under the UCA for electricity transmission facilities and energy supply contracts, matters that are likely to become more active as the reorganization of the energy industry proceeds.

The Commission has been self-funded since 1988. Its costs are recovered primarily through a levy on the public utilities it regulates.

Over the last decade, the Commission has successfully reorganized, downsized, and reduced its costs. Over the same period, the Commission has increased the effectiveness of its regulatory methods in an increasingly complex energy environment by streamlining its processes and adopting methods such as pre-hearing conferences, performance-based regulation, and negotiated settlements.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The programs and services of the BC Utilities Commission are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

The Commission distributes its information brochures to libraries across the province. On an ongoing basis, the Commission develops specialty brochures about specific projects and regulatory initiatives. These include brochures on participant funding and negotiated settlement processes. A Regulatory Agenda is issued quarterly to inform participants about regulatory matters before the Commission. Information is also conveyed to customers by way of Public Hearing Notices that appear in local newspapers. Internet users are invited to visit the Commission's website (updated weekly) at: http://www.bcuc.com.

HIGHLIGHTS OF INITIATIVES

- Commission staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The Commission provides timely responses to utility customer complaints, including those with multicultural backgrounds.
- Our published brochures are updated with timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- BC Gas and BC Hydro have AT&T language line services which will assist in customer calls. Pacific Northern Gas, UtiliCorp Networks, and Centra Gas have no formal service available, but have representatives that may assist with customer calls.

MANDATE

ICBC provides universal auto insurance, loss prevention programs, commercial vehicle compliance, driver licensing and vehicle licensing services to British Columbians. The corporate values of Integrity, Commitment and Dedication to Customers are reflected in our actions, strategies and corporate policies.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC's policies on multiculturalism, employment equity, combating racism and harassment-free workplace promote inclusion, understanding, sensitivity, and respect toward employees and customers of diverse backgrounds.

HIGHLIGHTS OF INITIATIVES

As in previous years, in 2001 ICBC staff continued to work with multicultural communities throughout the province to promote road safety. Highlights include partnering with Chinese and South Asian community organizations to deliver road safety messages and provide information on our products and services. Participation also included the Community Roadsense Fair 2001, the Sunbrite Lunar New Year Festival, the annual Walk with the Dragon fundraising event, and the Vietnamese New Year Celebration. ICBC employees continue to be actively involved in these and other multicultural events.

Together with S.U.C.C.E.S.S. (United Chinese Community Enrichment Services Society), the Taiwanese Entrepreneurs and Investors Association, and the Surrey Delta Immigrant Services Society, ICBC employees developed and delivered workshops to the Chinese and Indo-Canadian communities on our products, services, road safety, and auto crime prevention.

Customer service initiatives included producing ICBC brochures, posters, and advertisements in high demand languages. In addition, multilingual staff are available to provide customers with translation services and the licensing knowledge test can now be taken in 11 different languages.

In 2001, the efforts of ICBC employees were formally recognized with an End Racism Award for our "Customer Service to a Diverse Community" training program. Also that year, ICBC sponsored the Cultural Diversity Awards for Business.

Diversity Focal Point staff across the corporation take the lead in developing and implementing initiatives that are responsive to the multicultural communities within BC These Focal Point staff also promote multicultural awareness internally at ICBC by organizing displays in recognition of events such as Multiculturalism Week, the International Day for Ending Racism, and many others.

ICBC believes in attracting and retaining a diverse workforce that reflects the communities in which the corporation does business. This is accomplished through established employment policies and practices that encourage and welcome applications from all qualified individuals. Community outreach activities in 2001 included providing work practicum opportunities for students, and participating in career fairs and employment events sponsored by a number of diverse groups.

ICBC is a culturally responsive organization that recognizes the diversity of British Columbians and promotes fair and equitable access to its service, programs, and employment opportunities.

MANDATE

As British Columbia's largest retailer, the Liquor Distribution Branch strives to be an exemplary and successful retail corporation, building our strategies and initiatives on our four pillars of excellence – Customer Service, Business Effectiveness, Workplace Quality, and Social Responsibility – which in turn support our Financial Objectives. Through the provision of quality products, services, and relationships with customers and stakeholders, our vision is to be consistently regarded as a truly superior retailer.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Liquor Distribution Branch continues to embed multiculturalism and diversity within our strategic plan. We are committed to fostering an environment that understands and meets the needs of our diverse customers and to continually develop a highly talented workforce that reflects the communities we serve.

Our commitment to provide exceptional customer service is demonstrated through the dedication of significant resources to train our staff. Our management, leadership, and customer service training programs continue to develop our employees' skills and abilities to identify and meet the needs of our diverse and multicultural customers and suppliers. We have published numerous articles in our internal newsletter promoting awareness, understanding and knowledge of multiculturalism, diversity and human rights.

HIGHLIGHTS OF INITIATIVES

During this past year, our retail stores have promoted and celebrated a variety of multicultural celebrations such as Chinese New Year, Cinqo de Mayo, and Diwali. We have highlighted and promoted numerous cultural celebrations, festivals, and events in our *Matters of Taste* catalogue available to customers and suppliers. To ensure that important information reached all of our customers, we translated our *Bring Em Back Clean* brochures in Chinese, Vietnamese, Punjabi, Spanish, and Korean.

We continue to develop promotions to assist our customers in gaining knowledge of our products. For example, we have displayed a kosher wine promotion and translated recipe cards highlighting food and wine pairings into Chinese. We also created and translated a brochure on ice wines in Japanese and Chinese.

We are committed to providing information as requested and identified through our customer requests. Our business success depends on our service to diverse retail customers.

MANDATE

The mission of the Pacific National Exhibition is to provide quality entertainment, recreation, cultural and educational opportunities, and to showcase the accomplishments of all British Columbians on a year round basis.

Besides hosting the annual summer Fair, the PNE hosts trade and consumer shows, conventions, concerts, meetings, rallies, banquets, agricultural shows, an amusement park, and sporting events annually. The PNE's strong year round operations schedule, when combined with the Fair revenues, generates an annual economic spin-off of more than $100,000,000.

One of the major impacts for which the PNE is most proud is its reputation for providing job ready skills and training to generations of young British Columbians. The Pacific National Exhibition is the largest employer of youth in the province. Our focus has been to provide valuable and transferable job skills in areas such as customer service, teamwork, communications, hospitality, finance, warehousing, public safety and security, agriculture, and entertainment.

The PNE has 463 FTEs.

HIGHLIGHTS OF INITIATIVES

Training and Education

The PNE works with various advocacy groups in order to ensure that employees with disabilities and special needs have access to employment opportunities. This includes providing interpreters or coaches for orientations and departmental training for new and returning employees.

The Peer Helper Committee educates the PNE workforce on important issues affecting employees, including Multiculturalism and Diversity.

Community Outreach

The PNE continues to present the "Job Skills" presentation to over 50 high school classes as well as to many community centres in the lower mainland. These presentations were designed to provide assistance on how to build effective resumes and cover letters as well as the interview process through the employer's perspective.

The PNE has attended many career and employment fairs over the past year in an effort inform the community of our many employment opportunities.

The PNE also promotes Multiculturalism and Diversity by:

- providing our guests with a variety of products from other countries including South America, Pakistan, Shanghai, South Korea, Bali, Indonesia, Mexico, Australia, Egypt, and Africa;
- providing our guests with a variety of ethnic foods to choose from, including Ukrainian, Russian, Vietnamese, Chinese, Japanese, Italian, English, and Mexican;
- providing our guests with entertainment that is culturally diverse;
- providing reduced Playland and Fair rates to community centres, church groups, and language schools;
- providing facilities for special events. Vancouver Pride Society celebrated Gay Day at Playland in 2001/2002; and
- including a variety of different businesses at our annual Fair. Exhibitors are often home businesses, non-profit organizations, government agencies or conglomerations of federal and provincial government programs, or large corporations.

MANDATE

The Workers' Compensation Board recognizes that our workplace must reflect the diverse community that we serve in the Province of British Columbia. During the reporting year April 1, 2001 to March 31, 2002, the Workers' Compensation Board continued its commitment for support of Multiculturalism and Diversity in the workplace.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Executive commitment for multiculturalism continues at the WCB. A Multiculturalism Policy has been in place at the WCB since 1995. WCB's primary goal is to provide stakeholders and the public with service in a sensitive, respectful, and effective manner.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Employment Equity Policy Statement
- Multiculturalism Policy

HIGHLIGHTS OF INITIATIVES

In partnership with the WCB/CEU (Compensation Employees' Union) Diversity Committee, key initiatives include:

- Human Rights Day (December 10, 2001);
- Multiculturalism Week (February 10 – 17, 2002);
- International Day for the Elimination of Racial Discrimination (March 21, 2002);
- Employment Systems Review - Phase II, commenced in June 2000 and focused on recruitment, selection, training and development, and mobility/promotion, and concluded in November 2001. The recommendations were presented to the Senior Executive Committee and are currently under review;
- continuation of rollout of Diversity Awareness training sessions to WCB staff – ongoing initiative;
- Respectful Workplace – Continuation of training to all WCB staff – ongoing initiative;
- all new management staff are given specific orientation to the WCB/CEU Harassment Policy. This is an ongoing initiative;
- recruitment initiatives that target under represented designated groups. The recruitment systems focuses on correcting employment imbalances creating a work environment that is free from systemic bias, providing opportunities for all available workers internally and externally;
- participation in the Access Ability Program (providing computer training for persons with disabilities) – ongoing initiative;
- translation and interpretive services;
- website for Diversity on BoardNet, the WCB's internal communication tool; and
- implementation of new PeopleSoft HR system that increases capability to collate data and provide more detailed EE information and reports.

There are 3,158 (permanent and temporary) employees at the WCB.

BRITISH COLUMBIA

Ministry of Community,
Aboriginal and Women's Services

2nd Floor, 1125 Howe Street
Vancouver, B.C. V6Z 2K8

phone 604 660-2203 fax 604 660-2283

www.gov.bc.ca/mcaws

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